

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Powder Coating Services, Inc.

North Carolina Manufacturing Extension Partnership

Powder Coating Services Puts Solid Quality Management System In Place

Client Profile:

Powder Coating Services, Inc. powder coats a wide range of metal parts, from those used in heavy duty truck applications to parts used in local textile equipment. The company is located in Lowell, North Carolina and employs 20 people.

Situation:

Powder Coating Services, Inc. (PCSI) President Daryn Parnham and Vice President José Venegas recognized that the company could not sustain its growth in an increasingly competitive environment without standardizing operations, adopting formal procedures, and documenting the work in an appropriate manner. The company needed an internal process to manage the growing level of business and give personnel the tools to cope with anticipated increases in workloads. An ISO certification seemed to be the answer, and PCSI began searching for an organization to help it with the process. Though one of its business associates, PCSI became familiar with North Carolina State University's Industrial Extension Service (IES), a NIST MEP network affiliate.

Solution:

IES arranged ISO 9000 TAP training for PCSI at the University of North Carolina-Charlotte. Following the ISO classes, key employees participated in internal audit training at Gaston Skills, an IES partner. ISO implementation began in earnest at PCSI's production facility as IES evaluated its procedures and documentation to target and remedy any non-compliances. After a preliminary audit, PCSI was ready: its final audit by AOQC Moody International took place in early 2002. PCSI received an official recommendation and obtained its ISO certification.

Results:

Achieved ISO 9000 certification.

Improved customer service.

Spurred an upward movement of the benchmark with an estimated economic impact of \$40,000.

Began ISO TIP training in fall 2002.

Testimonial:

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

"With the help of the Industrial Extension Service, we were able to put a solid Quality Management System in place. The hands-on approach to the IES program made the implementation of the system straightforward and painless. The Quality System has given us the means to gain better control of our processes. The system has provided us the management tools to trend progress towards our goals of exceeding our customers' expectations."

Daryn Parnham, President